

We have [ ] your comments on the operation of the three [ ] readouts where you have there to be a number of errors the source of which is not clear. STATINTL  
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We are naturally most concerned about this and willing to take any reasonable action to correct the problem. As [ ] has pointed out, we are sending our service technicians [ ] for training and [ ] has recently returned from such a course. STATINTL  
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As you know, a substantial amount of time has been spent in providing service on these units and it was our understanding that this work had been completed to your satisfaction. You will appreciate that in this matter the [ ] responsibility is strictly speaking [ ] since they have supplied the system and accepted system responsibility. This, of course, tends to complicate the communication channel somewhat and to the best of my knowledge, we have not received any information about faults apart from some non-specific data which is difficult to act upon. STATINTL  
STATINTL

We have mentioned [ ] and I understand that they have accepted the principle, that regular maintenance is necessary for equipment of this type. Our discussions reached the point of our offering a maintenance contract involving scheduled monthly visits with provision for emergency calls with the understanding that one of their technicians would also be present because such matters as accuracy involve not only the electronics but also the alignment of the gratings on the instrument. The latter, of course, is an [ ] responsibility. STATINTL  
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Approved For Release 2002/07/10 : CIA-RDP78B04747A000900050039-6

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June 3, 1963

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We continue to be most willing to provide the service necessary to keep the [redacted] equipment operating in an error-free fashion and we would welcome your suggestions as to how this might best be achieved.

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[redacted] will be visiting [redacted] for a period of two weeks starting June 10 and I am sure that he would like to meet with you. If you could suggest a suitable time during that period, we should like to fit it into the schedule we are currently putting together.

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Sincerely yours,

DGP:mr

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